



## CASEWORK ACTIVITY:

## Coordinating Communication of a Child's Death and/or Egregious injury/Serious Incident

Revised April 11, 2011

### PURPOSE

To provide a structured and consistent way to communicate critical issues of child death/serious incident when the Bureau of Milwaukee Child Welfare (BMCW) is responsible to report information in compliance with 2009 Wisconsin Act 78.

### Definition

This procedure applies to the following incidents as defined under Chapter 48.981:

- "Incident of death or serious injury" means an incident in which a child has died or been placed in serious or critical condition as determined by a physician . . . as a result of any suspected abuse or neglect" or in which a child placed outside the home by a court order under this chapter or chapter 938 is suspected to have committed suicide.
- "Incident of egregious abuse or neglect" means an incident of suspected abuse or neglect . . . other than an incident of death or serious injury, involving significant violence, torture, multiple victims, the use of inappropriate or cruel restraint, exposing of a child to a dangerous situation or similar, aggravated circumstance.

### PROCEDURE

1. When an incident of death or serious injury or an incident of egregious abuse or neglect, as defined above, is reported, Access will screen the referral according to the *Child Protective Services Access and Initial Assessment Standards*. If the incident occurs during second shift, (Crisis Response Team (CRT) or After Hours), the AH/CRT service manager will call the region manager with the information. The region manager will then notify the section chief or deputy director.
2. The Access/CRT service manager will immediately send notification via a high priority email identified as **BMCW Incident Report** in the subject line. The email is to include:
  - Child name and date-of-birth
  - Parent/case head name, date-of-birth
  - Names/ages of other children in home
  - Brief summary of injury/incident
  - Previous/current BMCW contact
  - If child is in out-of-home care (if so, where)



The email will be sent to the following people:

- BMCW director and deputy director
- Section chiefs
- Program evaluation manager (PEM) assigned to child death/egregious incident reports
- BMCW client rights specialist
- BMCW medical director
- Nursing administrator
- BMCW communication specialist

If the family case is **open in Initial Assessment**, include:

- Region manager, service manager and IA social worker of region assigned to the case

If the family case is **open in Safety Services or Ongoing Case Management**, include:

- CEO of private partner agency assigned to the case
- Program manager, supervisor of assigned staff, and staff assigned
- CEO of licensing agency and licensing specialist assigned to the case if in out-of-home care placement.

**NOTE:** If the child is in treatment foster care, residential care, or a group home, notify the PEM assigned to work with these agencies, who will notify the agency.

3. If the case is open with the BMCW/contracted agency at the time the report is received, the BMCW region manager/contracted agency's program manager or designee will **make arrangements for the parents to be informed within two hours** of the incident report.
4. The BMCW communication specialist or designee reviews the alert and emails it as a high priority to:
  - DCF secretary
  - DCF deputy secretary
  - DCF executive assistant to the secretary
  - DCF director of communications
  - DCF communication specialist
  - Division of safety and permanence administrator
  - Division of safety and permanence deputy administrator

With a cc to:

- BMCW director
- BMCW deputy director
- BMCW client rights specialist



### ***Completing the Serious Incident Form in eWiSACWIS***

1. If what is reported is considered an incident of death or serious injury due to maltreatment or incident of egregious abuse or neglect, the Access service manager or designee will complete *the Serious Incident* form in eWiSACWIS found under the options tab.
2. The Access service manager is to confirm that the “serious incident” checkbox on the allegations tab is checked which will generate access to the form. Information from the PS Report will prefill into this form. The Access service manager/designee completes the form, which is automatically sent to DCF via eWiSACWIS.
3. The Access service manager e-mails the BMCW director, deputy director, and client rights specialist that the form has been completed, along with the case number. The completed form can be viewed in eWiSACWIS.

**NOTE:** If the case has been transferred to Initial Assessment and a serious incident is discovered at that time, the IA service manager must take an assignment to the case to complete the *Serious Incident* form in eWiSACWIS. This form is also accessible from the Initial Assessment window/Results tab.

### ***DCF-F-2476-E 90-Day Summary Report***

1. Upon receipt of a qualifying incident notification, the DSP will send a *90-day Summary Report* template to the BMCW client rights specialist assigned to child death/incident reports.
2. The client rights specialist completes the case information required in the template, manages the BMCW internal approval process, and sends the completed form to the Division of Safety and Permanence (DSP) within 65-70 days of the posted date. (A specific due date will be provided by DSP.)

**NOTE:** The internal BMCW approvals of the 90-day Summary will vary according to the programs involved in the case, but *must include a final approval* by the BMCW director or deputy director.